AMENDMENTS

In the Claims

1.-38. (Canceled)

39. **(Currently Amended)** A database system comprising:

a partitionable database, wherein

the partitionable database is owned by a database operator,

the partitionable database is **a database configured to be** partitioned into a plurality of virtual databases **and to maintain information regarding a relationship between information stored in each of the virtual databases,**

the partitionable database is partitioned into the virtual databases,

each virtual database of the virtual databases of the partitionable database of the database system comprises a plurality of distinct files **and information regarding a relationship between information stored in each of the distinct files,**

each of the distinct files is associated with an owner,

the owner is a tenant of the partitionable database,

the owner is other than the database operator, and

each of the virtual databases corresponds to a distinct one of the tenants in such a manner that a partitioned virtual database for a tenant comprises stored files associated with the tenant; and

an access control subsystem, wherein

the access control subsystem is coupled to the virtual databases, and

the access control subsystem is configured to provide access to files in a virtual database of the virtual databases to a user only when the user has access authorization to the virtual database of the virtual databases from the tenant who owns the virtual database of the virtual databases.

40. (Previously Presented) The database system of claim 39 wherein the virtual databases are disjoint from one another .

41. (Canceled)

42. (Previously Presented) The database system of claim 40 wherein the access control subsystem is further configured to provide access to the virtual database to the user only when that the user has access authorization from the tenant who owns the virtual database.

43. (Canceled.)

44. (Previously Presented) The database system of claim 42 wherein the access control subsystem is further configured to provide access authorization to the user for a particular file in the virtual database based on initiation of a database call through an associated computer telephony integration (CTI) system by the tenant who owns the virtual database of the virtual databases comprising the particular file.

45. (Previously Presented) The database system of claim 44 wherein the database operator further provides a common call center service to customers of the database tenants on behalf of the database tenants.

46. (**Currently Amended**) A method comprising:

managing a database system, comprising

granting access authorization to a user for one virtual database of a plurality of virtual databases by an owner of the virtual database, wherein

the database system comprises a partitionable database,

the partitionable database comprises a plurality of virtual databases **and information regarding a relationship between information stored in each of the virtual databases**,

each virtual database of the virtual databases of the partitionable database of the database system comprise a plurality of distinct files **and**

information regarding a relationship between information stored in each of the distinct files,

the virtual databases comprise the one virtual database, and

each of the virtual databases has a unique database owner; and

providing to the user access to a file of the distinct files in the one virtual database after the user has been granted the access authorization.

47. (Previously Presented) The database management method of claim 46 wherein the virtual databases are disjoint virtual databases.

48. (Canceled)

49. (Previously Presented) The database management method of claim 46 wherein the user further needs authorization from an owner of a file within the one virtual database to access that file, and including providing access to the file to the user after the file owner grants authorization.

50. (Previously Presented) The database management method of claim 49 further including, before the providing of the access to the file of the file owner, receiving access authorization to the file for the user from the file owner.

51. (Previously Presented) The database management method of claim 50 wherein the receiving of the access authorization to the file comprises initiation by the file owner of a database call to the user through an associated computer telephony integration (CTI) system.

52. (Previously Presented) The database management method of claim 51 wherein the database is a multi-tenant database having a plurality of tenants, each tenant of the tenants being the owner of a separate virtual database, at least two of the tenants utilizing a common call center service.

53. (Previously Presented) The method of claim 46 wherein

the partitionable database stores a plurality of distinct files that are each associated with one of a multiple unique database owners such that the virtual databases each comprises the stored files associated with the owner of the virtual database.

54. (Previously Presented) The method of claim 46 wherein the partitionable database is operated by a database operator on behalf of the owners of the virtual databases as tenants of the database.

55. (Previously Presented) The method of claim 54 wherein each of the tenants lease capacity of the partitionable database from the database operator.

56. (Previously Presented) The method of claim 46 wherein the providing to the user of the access authorization to the file in the one virtual database is initiated by a telephone call from the owner of that virtual database through a computer telephony integration (CTI) system.

57. (Previously Presented) The method of claim 56 wherein the user is a representative of an organization providing a service to the owner of the one virtual database.

58. (Previously Presented) The method of claim 56 further providing access to the user to files in other virtual databases after the user is granted authorization from the owners of the other virtual databases.

59. (Previously Presented) The method of claim 56 wherein the access provided to the user is temporary access based on duration of the telephone call.

60. (Previously Presented) The method of claim 56 wherein the telephone call by the owner of the one virtual database is made regarding the file, and further automatically providing access to the user to other files in the one virtual database based on the telephone call.

61. (Previously Presented) The method of claim 56 wherein the computer telephony integration (CTI) system is part of a call center service common to the owners of the virtual databases.

62. (Previously Presented) The method of claim 56 wherein the providing to the user of the access authorization to the file is based at least in part on the user receiving the telephone call via the CTI system.

63. (Previously Presented) The method of claim 56 wherein the providing to the user of the access authorization to the file is based on a current role of the user.

64. (**Currently Amended**) A method comprising:

managing a multi-tenant database, wherein

the multi-tenant database comprises a partitionable database,

the partitionable database comprises a plurality of virtual databases **and information regarding a relationship between information stored in each of the virtual databases**,

each of the virtual databases has a distinct owner,

each distinct owner is one of the tenants,

each of the virtual databases comprises multiple associated groups of data **and information regarding a relationship between information stored in each of the distinct files**, and

the managing comprises:

setting access privileges for the groups of data in each of the virtual databases based at least in part on the tenant that owns the database; and

for each of multiple requests by a user to one of the data groups in one of the virtual databases,

determining whether to grant access to the user for the requested data group based at least in part on a relationship of the user to the

tenant that owns the virtual database that comprises the requested data group;

when the relationship of the user to the owner tenant is determined to be an employee relationship, granting access to the user for the requested data group; and

when the relationship of the user to the owner tenant is not determined to be an employee relationship, granting access to the user for the requested data group only when the owner tenant is determined to have provided access authorization to the user for that requested data group.

65. (Previously Presented) The method of claim 64 wherein each of the groups of data is a file stored in the database.

66. (Previously Presented) The method of claim 64 wherein
the method is performed by a database operator, and
the database operator is other than any of the tenants.

67. (Previously Presented) The method of claim 66 wherein at least some of the requests for data groups by users are received for users that are representatives of the database operator and are based on a contact to the users that is initiated by the tenants that own the virtual databases associated with the requested data groups, and wherein the access authorizations for those users are determined to have been provided by those owner tenants based on the initiated contact by those tenants.

68. (Previously Presented) The method of claim 66 comprising

when the relationship of a user to an owner tenant is not determined to be an employee relationship and the owner tenant is determined to have provided access authorization to the user for a data group in the virtual database for that tenant, granting access to the user to other data groups in that virtual databases, wherein the granting access is based on the providing of the access authorization.

69. (Previously Presented) The method of claim 66 wherein the access granted to a user whose relationship to an owner tenant is not determined to be an employee relationship is temporary access.

70. (Previously Presented) The method of claim 66 wherein, when the relationship of a user to an owner tenant is not determined to be an employee relationship and the owner tenant is determined to have provided access authorization to the user for a data group in the virtual database for that tenant, the access granted to that user is based on a current role of the user.